

Waiver for Adults with Traumatic Brain Injury Quality Management Plan

The Quality Management Plan for the Waiver for Adults with Traumatic Brain Injury is based on CMS's quality Framework and addresses waiver participant's access to services, participant centered services. Provider capacity & capabilities, participant safeguards, participant rights & responsibilities, participant outcomes & satisfaction, and overall system performance.

Participant Access					
Desired Outcome: Individuals have access to home and community-based services and supports in their communities					
Agency	Discovery Activities	Frequency	Staff Responsible	Staff Notified of Problems	Remediation
Mental Hygiene Administration (ASA)	1. Survey applicants and referral sources regarding application process 2. Produce quarterly report tracking and trending quality management activity results	1. Annually 2. Quarterly	Chief, Long Term Care or designee	1. Director, Adults Services, Mental Hygiene Administration 2. Chief, Waiver programs, Office of Health Services	1. Changes to application process 2. Changes to application forms 3. Broader dissemination of waiver program information 4. Increase provider enrollment *Changes to waiver program and QMP are documented in the Quarterly QMP tracking and trending report
Office of Health	None				

Services, Division of Waiver programs					
Mental Hygiene Administration Administrative Case Manager	None				

Participant centered Service Planning & Delivery					
Desired Outcome: Services & supports are planned and effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his/ her life in the community					
Agency	Discovery Activities	Frequency	Staff Responsible	Staff Notified of Problems	Remediation
Mental Hygiene Administration (ASA)	1. Monitor Complaint/ Grievance system 2. Provides back-up support to Case Manager in responding to individual grievances/ complaints 3. Review responses to PES survey 4. Produce quarterly report tracking and trending quality management activity results	1. On-going 2. On-going 3. Annually 4. Quarterly	Chief, Long Term Care or designee	1. Director, Adult Services, Mental Hygiene Administration 2. Chief, Waiver Programs, Office of Health Services	1.Changes to participant's POC 2 Letter of recommendation and/or deficiencies to Waiver provider 3. Provider sanctions as needed *Changes to waiver program and QMP are documented in the Quarterly QMP tracking and trending report
Office of Health Services, Division of Waiver Programs	1. Conduct record review of ASA's participant records to check for required forms (e.g. Rights and	1. Annually	TBI Waiver Coordinator	1. Chief, Long Term Care, Mental Hygiene Administration 2. Director, Adult	1. Office of Health Services letter of deficiencies to ASA 2. ASA's Plan of

	<p>Responsibilities, Consent for Waiver Services, POC)</p> <p>2. Review a minimum of 15 or 5%, whichever is greater, of participants' POCs to assure plans are adequate and cost effective</p>	2. Annually		<p>Services, Mental Hygiene Administration</p> <p>3. Chief, Waiver Program, Office of Health Services</p>	Correction
Mental Hygiene Administration Administrative Case Manager	<p>1. Conduct Participant Experience survey (for TBI waiver programs) with 100% of waiver participants</p> <p>2. Respond/ follow- up on all grievances/ complaints using critical incident response form</p> <p>3. Assist Waiver applicants with developing POC</p> <p>4. Initiate POC meeting within 30 days of enrollment to waiver program.</p> <p>5. Monitor participant's plan of care</p>	<p>1. Annually</p> <p>2. Ongoing</p> <p>3. During enrollment</p> <p>4. Within 30 days of enrollment</p> <p>5. Quarterly or more frequent if needed</p>	Case Manager	1. Chief, Long Term Care, Mental Hygiene Administration	<p>1. Changes to participant's POC</p> <p>2. Letter of recommendation and/or deficiencies to waiver provider</p> <p>3. Provider sanctions as needed</p>

Provider Capacity & Capabilities					
Desired Outcome: There are sufficient HCBS providers and they possess and demonstrate the capability to effectively serve participants					
Agency	Discovery Activities	Frequency	Staff Responsible	Staff Notified of Problems	Remediation
Mental Hygiene Administration (ASA)	<ol style="list-style-type: none"> 1. Review all provider applications for adherence to provider requirements set forth in COMAR 10.09.46 2. Lead Site Visits conducted with each approved waiver provider to review adherence with COMAR regulations 10.09.46 (TBI waiver program) 3. Monitor provider plans of correction from annual site visits 4. Lead meetings with TBI waiver providers 5. Organize conferences and trainings for TBI Waiver Providers 6. Produce quarterly report tracking and trending quality management activity results 	<ol style="list-style-type: none"> 1. Upon receipt of application 2. Annually 3. Annually 4. Quarterly 5. At least annually 6. Quarterly 	Chief, Long Term Care or designee	<ol style="list-style-type: none"> 1. Director, Adult Services, Mental Hygiene Administration 2. Chief, Waiver Programs, Office of Health Services 	<ol style="list-style-type: none"> 1. Approval or Denial of Provider application 2. Provider Plan of Correction 3. Provider Sanctions <p>*Changes to waiver program and QMP are documented in the Quarterly QMP tracking and trending report</p>
Office of Health Services, Division of Waiver programs	<ol style="list-style-type: none"> 1. Participate in Site Visits conducted with each approved waiver provider to review adherence with COMAR regulations 10.09.46 (TBI waiver 	<ol style="list-style-type: none"> 1. Annually 	TBI Waiver Coordinator	<ol style="list-style-type: none"> 1. Director, Adult Services, Mental Hygiene Administration 	<ol style="list-style-type: none"> 1. Provider Plan of Correction 2. Provider Sanctions

	program)				
Mental Hygiene Administration/ Administrative Case Manager	<ol style="list-style-type: none"> 1. Participate in Site Visits conducted with each approved waiver provider to review adherence with COMAR regulations 10.09.46 (TBI waiver program) 2. Compile Critical Incident Report trends 	<ol style="list-style-type: none"> 1. Annually 2. Quarterly 	Case Manager	<ol style="list-style-type: none"> 1. Director, Adult Services, Mental Hygiene Administration 2. Chief Long Term Care, Mental Hygiene Administration 3. Chief, Waiver Programs, Office of Health Services 	<ol style="list-style-type: none"> 1. Provider Plan of Correction 2. Provider Sanctions 3. Provider Plan of Correction 4. Provider Sanctions 5. Changes in Participant's POC
Office of Health Care Quality	<ol style="list-style-type: none"> 1. Conduct annual licensing site visits for providers licensed under COMAR 10.09.22 2. Investigate allegation of abuse and incidents that threaten the health & safety of individuals receiving services from provider licensed under COMAR 10.09.22 	<ol style="list-style-type: none"> 1. Annually 2. As needed 	DDA Programs unit	Chief, Long Term Care, Mental Hygiene Administration	<ol style="list-style-type: none"> 1. Provider plan of Correction 2. Provider Sanctions

Participant Safeguards					
Desired Outcome: Participants are safe and secure in their homes and communities, taking into account their informed and expressed choices					
Agency	Discovery Activities	Frequency	Staff Responsible	Staff Notified of Problems	Remediation
Mental Hygiene Administration (ASA)	1. Review critical Incident reports and follow-up on incidents in the absence of the Case Manager 2. Review complaints/ grievances and follow-up on any grievances related to Waiver Case Manager 3. Lead site visits with Waiver Providers to review adherence with COMAR regulations 10.09.46 (TBI waiver program) 7. Produce quarterly report tracking and trending quality management activity results 4. Review Quality Management Plan Activities and results with Maryland TBI Advisory Board 5. Review Quality Management Plan Activities and results Office of Health Services at regularly scheduled program review meetings 6. Participate in Cross Agency	1. On-going 2. On-going 3. Annually 4. Quarterly 5. Bi-monthly 6. Quarterly 7. Quarterly	Chief, Long Term Care Chief, Long Term Care Chief, Long Term Care Chief, Long Term Care or designee Chief, Long Term Care Chief, Long Term Care Chief, Long Term	1. Director, Adults Services, Mental Hygiene Administration 2. Chief, Waiver Programs, Office of Health Services 3. Director, Adult Services, Mental Hygiene Administration	1. Provider Plan of Correction 2. Provider Sanctions 3. Changes in Participant's POC 4. Changes to Waiver program, systems, and forms *Changes to waiver program and QMP are documented in the Quarterly QMP tracking and trending report

	Quality Committee		Care		
Office of Health Services, Division of Waiver programs	<ol style="list-style-type: none"> 1. Participate in site visits conducted with each approved waiver provider to review adherence with COMAR regulations 10.09.46 (TBI waiver program) 2. Review Critical Incident Report trends 	<ol style="list-style-type: none"> 1. Annually 2. Quarterly 	<p>TBI Waiver Coordinator</p> <p>Chief, Waiver Programs</p>	<ol style="list-style-type: none"> 1. Director, Adult Services, Mental Hygiene Administration 2. Director, Waiver Programs, Office of Health Services 	
Mental Hygiene Administration Administrative Case Manager	<ol style="list-style-type: none"> 1. Participate in Site Visits conducted with each approved waiver provider to review adherence with COMAR regulations 10.09.46 (TBI waiver program) 2. Conduct face to face interview with each participant & review POC 3. Conduct site visit to ensure staffing ratios are met and participant is in safe environment 4. Monitor provider plans of correction from quarterly site visits 5. Review and follow-up on all Critical Incidents 6. Compile trends report of 	<ol style="list-style-type: none"> 1. Annually 2. Quarterly 3. Quarterly 4. Quarterly 5. On-going 	Case Manager	<ol style="list-style-type: none"> 1. Chief, Long Term Care, Mental Hygiene Administration 	<ol style="list-style-type: none"> 1. Provider Plan of Correction 2. Provider Sanctions

	critical incidents, complaints and grievances	6. Quarterly			
Office of Health Care Quality	1. Review and investigate all allegations of abuse or neglect in programs licensed under COMAR 10.22	1. On-going	DDA Programs Unit	Chief, Long Term Care	provider sanctions and/or plan of corrections

Participant Right & Responsibilities					
Desired Outcome: Participants receive support to exercise their rights and in accepting personal responsibilities					
Agency	Discovery Activities	Frequency	Staff Responsible	Staff Notified of Problems	Remediation
Mental Hygiene Administration (ASA)	<ol style="list-style-type: none"> Obtain documentation of alternate decision making authority (guardian, POIA, surrogate decision maker) for all waiver applicants Include a copy of applicant's appeal rights with initial application 	During waiver application process/ prior to initial POC meeting	Chief, Long Term Care	Director, Adult Services, Mental Hygiene Administration	Acquisition of appropriate legal documentation
Office of Health Services, Division of Waiver programs	<ol style="list-style-type: none"> Review ASA's waiver participant records for copies of signed Rights & Responsibilities Form & POC 	Annually	TBI Waiver Coordinator	<ol style="list-style-type: none"> Chief, Long Term Care, Mental Hygiene Administration Chief, Waiver Programs, Office of Health Services 	<ol style="list-style-type: none"> Send letter to ASA requesting plan of correction ASA will develop Plan of Correction
Mental Hygiene Administration Administrative Case Manager	<ol style="list-style-type: none"> Review Waiver Rights & Responsibilities with participant & obtain participant's signature on form. 	At initial POC meeting	Case Manager	Chief, Long term Care	
Division of Eligibility and Waiver Services	<ol style="list-style-type: none"> Provide each waiver applicant who is denied for waiver services a notice of due process and appeal rights 	For all denials	DEWS worker	Chief, Long Term Care	

Participant Outcomes & Satisfaction					
Desired Outcome: Participants are satisfied with their services and achieve desired outcomes					
Agency	Discovery Activities	Frequency	Staff Responsible	Staff Notified of Problems	Remediation
Mental Hygiene Administration (ASA)	<ol style="list-style-type: none"> 1. Oversee complaint and grievance system 2. Respond to complaints/ grievances related to case manager 3. Along with Case Manager, follow-up on issues/ complaints identified during PES surveys 4. Produce quarterly report tracking and trending quality management activity results 	<ol style="list-style-type: none"> 1. On-going 2. On-going 3. Annually 4. Quarterly 	Chief, Long Term Care	Director, Adult Services, Mental Hygiene Administration	<ol style="list-style-type: none"> 1. Provider sanctions 2. Disciplinary Action <p>*Changes to waiver program and QMP are documented in the Quarterly QMP tracking and trending report</p>
Office of Health Services, Division of Waiver programs	<ol style="list-style-type: none"> 1. Interview waiver participants during Provider Site visit 	<ol style="list-style-type: none"> 1. Annually 	TBI Waiver Coordinator	Chief, Long term Care, Mental Hygiene Administration	
Mental Hygiene Administration Administrative Case Manager	<ol style="list-style-type: none"> 1. Conduct face to face interviews with all waiver participants 2. Conduct Participant Experience survey with 100% of waiver 	<ol style="list-style-type: none"> 1. Quarterly 2. Annually 	Case Manager	Chief, Long Term Care	<ol style="list-style-type: none"> 1. Changes to POC

	participants 3. Along with Chief, Long Term Care, follow-up on issues/complaints identified during PES survey 4. Monitor progress on POC treatment goals	3. As needed 4. At least annually			
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System Performance					
Desired Outcome: The system supports participants efficiently and effectively and constantly strives to improve quality					
Agency	Discovery Activities	Frequency	Staff Responsible	Staff Notified of Problems	Remediation
Mental Hygiene Administration (ASA)	1. Produce quarterly report tracking and trending quality management activity results 2. Participate in meetings with Office of Health services to review quality management system results 3. Share Quality Management System results with Maryland TBI advisory Board 4. Participate in Cross Agency Quality Council Meeting 5. Review MMIS claims data for TBI waiver participants	1. Quarterly 2. Bi-monthly 3. Quarterly 4. Quarterly 5. Monthly	Chief, Long Term Care or designee	1. Director, Adult Services, Mental Hygiene Administration 2. Director, Waiver programs, Office of Health Services	1. Reconciliation of Claims 2. Changes to system edits *Changes to waiver program and QMP are documented in the Quarterly QMP tracking and trending report

Office of Health Services, Division of Waiver programs	<ol style="list-style-type: none"> 1. Review MMIS claims data for TBI waiver participants 2. Conduct Annual OHS ASA review 3. Monitor utilization control contractor's performance with regard to appropriateness of LOC determinations 4. Review Reportable Event Reports 5. Facilitate Inter-agency coordination meetings 6. Review and make program improvements based on quarterly tracking and trending report 	<ol style="list-style-type: none"> 1. Quarterly 2. Annually 3. Ongoing 4. Quarterly 5. Quarterly 6. Quarterly 	TBI Waiver Coordinator	<ol style="list-style-type: none"> 1. Director, Adult Services, Mental Hygiene Administration 2. Director, Waiver programs, Office of Health Services 	<ol style="list-style-type: none"> 1. Reconciliation of Claims 2. Changes to system edits
Mental Hygiene Administration Administrative Case Manager	<ol style="list-style-type: none"> 1. Conduct on-sight visits at provider sights to ensure that service are being provided in accordance with COMAR 10.09.46 2. Calculate performance indicators from PES survey 	<ol style="list-style-type: none"> Quarterly Annually 	Case Manager	<ol style="list-style-type: none"> 1. Chief, Long Term Care, Mental Hygiene Administration 	<ol style="list-style-type: none"> 1. Changes to POC 2. Provider Plan of Correction 3. Provider Sanctions 4. Claims reconciliation
Mental Hygiene Administration's Administrative Services Organization (ASO)	<ol style="list-style-type: none"> 1. Conduct Utilization Reviews of TBI waiver claims 2. Develop System Edits to reject unauthorized waiver claims 	<ol style="list-style-type: none"> Upon start of program and on-going 	TBI Waiver unit	<ol style="list-style-type: none"> 1. Chief, long term Care, Mental Hygiene Administration 	<ol style="list-style-type: none"> 1. Changes to system edits & controls